



A Navy Leader's Guide to Pay and Personnel Administration

(for PSD-supported activities)



What every CO, XO, CMC needs to know to ensure
pay and personnel readiness for the Sailors in their
charge.



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Introduction

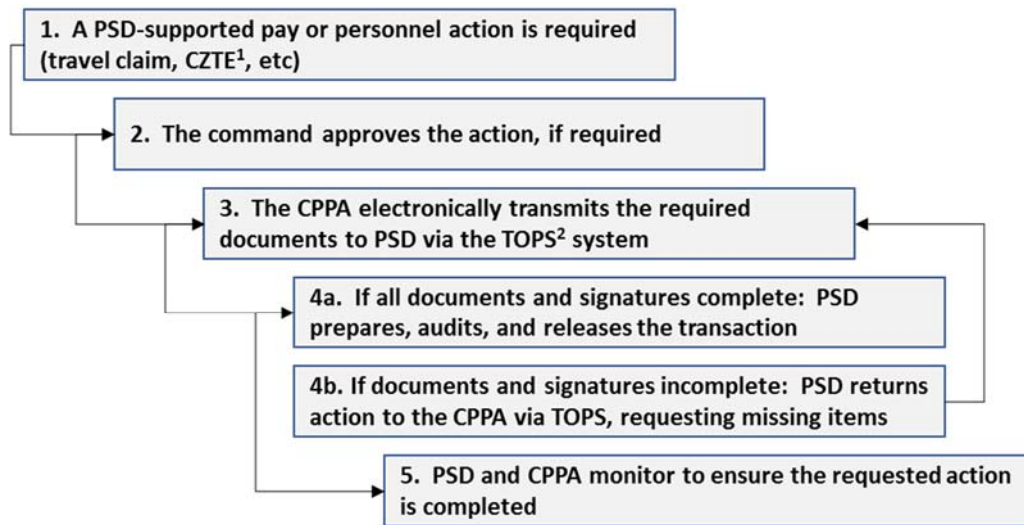
Every Commanding Officer (CO) wants their Sailors to be paid the right amount, on time, every payday. Sailors who aren't worried about their pay, and the impact pay issues can have on them and their families, are better able to focus on the task at hand. Pay impacts readiness. Pay also impacts retention, as Sailors who have persistent pay issues are less likely to Stay Navy.

Taking care of Sailors' pay requires a high-functioning partnership between the command and the supporting Personnel Support Detachment (PSD). Your command must provide PSD the documents required to make changes to your Sailors' pay. At the same time, PSD must do its job well after those documents are received. Getting Sailors paid properly requires effective execution by both PSD and your command.

Within Navy commands, the Command Pay and Personnel Administrator (CPPA) has primary responsibility for providing PSD the information required to effect changes to your Sailor's pay. Commands with high performing CPPAs tend to have properly paid Sailors. Experience has shown that CPPA effectiveness is a direct reflection of the level of command support and oversight provided to their role. Given the impact pay issues can have on Sailors and their families, the CPPA role should be among the command's key collateral duty assignments, like Command Career Counselor or SAPR.

This short guide provides information and tools to help you ensure your command is an effective member of the partnership that takes care of your Sailors' pay and personnel matters.

The Service Delivery Model



1. CZTE = Combat Zone Tax Exclusion

2. TOPS = Transaction Online Processing System

Summary of Roles and Responsibilities

PSD Officer in Charge/Director: Execute pay and personnel transactions quickly and accurately. Provide initial and refresher training for CPPAs. When they are qualified, provide CPPAs access to online systems required to do their jobs (NSIPS, TOPS, etc.). Notify CPPAs of changes to policies and procedures, scheduled system outages, and other important information. Provide feedback to command leadership when appropriate on CPPA performance, PSD performance, and repeated or significant issues affecting Sailor pay. This feedback may take the form of individualized feedback to specific commands via phone call or email, or more generally through base tenant command meetings and broadcast emails.

Commanding Officers: Designate capable and motivated personnel to serve as CPPA(s) and oversee their performance; a reasonable ratio is one CPPA for every 200 Sailors (MILPERSMAN 1000-021). Ensure Sailors provide documents required to manage their pay, when required. If concerned about pay or other PSD-type issues, address those concerns with the PSD OIC/Director (the more specifics you can provide the better).

CPPAs: Serve as the primary customer service link between the command and PSD. Complete required initial training and participate in monthly training sessions provided by your PSD. Provide SAAR forms and proof of training required to gain access to online systems. Prepare and submit pay and personnel actions to PSD in a timely manner, following standard operating procedures. Monitor pay and personnel actions until complete. Keep command leadership informed on the status of pay and personnel actions, such as prospective gains and losses,

annual Special Duty Assignment Pay recertification, starting and stopping deployment entitlements such as CZTE, basic allowance for housing (BAH) payments, and more.

Oversight Methods and Tools

Sailor pay—like material condition and training—is a readiness issue warranting regular attention from command leadership. The following methods have proven effective in ensuring the CPPA program is functioning properly:

Assign a Personnel Officer (PERSO). This will likely be your Administrative Officer, or Executive Officer at a smaller command. While the CPPA may already work for that person, establishing the PERSO role ensures everyone involved understands that the officer is answerable to the CO for pay and personnel matters.

Personally Review Reports Periodically. Your CPPA has access to various systems that provide reports related to pay and personnel actions. One useful check is to review the print out of current TOPS activity: this will show what actions are pending and who has action, PSD or your CPPA. Useful reports from NSIPS include:

- Unit Commander Financial Report (UCFR)
- Career Sea Pay Premium (CSPP) Report
- Alpha Locator
- Prospective gains (PG) Report
- Prospective losses (PL) Report

Periodically Assess Your CPPA's Readiness. In addition to the support from the chain of command, the following factors are essential to CPPA success:

The ability to generate the reports above

The appropriate system accesses:

- NSIPS (Navy Standard Integrated Personnel System)
- TOPS (Transaction Online Processing System)
- MMPA (Master Military Pay Account)
- BOL (BUPERS Online)

The A16A NEC (former 95AD NEC) (E4 and above)

Regular participation in monthly training provided by your PSD

A tracking system for pay/personnel actions (typically an Excel spreadsheet)

Highlight Pay as a Leadership Issue. Encourage your department heads and others to maintain awareness of issues their Sailors might have by making it a discussion point at weekly staff meetings, all hands calls, 8 o'clock reports, etc. Have your senior enlisted leaders conduct LES reviews with Sailors, particularly in the months after the Sailor reports on board (most pay

issues happen after a Sailor reports to a new command). LES reviews may also be incorporated into career development boards (CDBs).

Communicate with the PSD OIC/Director. Ensure the OIC/Director is aware of events that will affect Sailor pay, particularly upcoming deployments, detachments, mobilizations, and homeport shifts. If you have a Sailor with an issue, the root cause could lie at PSD, or with your CPPA, or with the Sailor. If you provide the OIC/Director the names of Sailors having issues, the type of issue, the date the documents were transmitted to PSD, etc., the OIC/Director will provide feedback that may help you manage your CPPA program. As always, the NPPSC Triad is available in case you feel that your issues are at a level above the OIC/Director's authority.

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Recent/Coming Improvements

This short guide provides information and tools to help you ensure your command is an effective member of the partnership that takes care of your Sailors' pay and personnel matters. We recognize the current processes for doing this work are too complex and cumbersome, and are working hard to make this work easier for everyone.

- Starting the Fall of 2018, a 2-week, instructor-led CPPA training course kicked off in Norfolk and San Diego. PSs and YNs who are detailed to billets coded for the CPPA NEC now get this training en route.
- My Navy Career Center—stood up in September 2018—provides assistance to Sailors with timely, accurate and consistent responses and resolution to their personnel and pay questions. A Sailor's primary avenue for assistance is their CPPA, and then their chain of command, but MNCC provides another route for information and assistance.
- PCS travel claim processing has been streamlined. An updated Page 2, Dislocation Allowance statement, and NPPSC Travel Claim Checklist are no longer required to be submitted with the travel claim. The checklist is still a good "go by" for internal CPPA use.
- PSDs can now allow qualified CPPAs, on request, to completely process updates to RED/DA (the new Page 2). This allows updates to happen much more quickly.
- In addition, more self service capabilities are being added to My Navy Portal, and a mobile app capability that can be used without a Common Access Card is in development - bringing Navy personnel and pay services in line with common service technologies we all experience in our daily lives.

Appendix 1: Sailor Check In Overview

Many pay-related issues arise from changes in pay and allowances associated with moving from one job and/or location to another job/location. Getting a Sailor checked in quickly and properly will help minimize any problems.

Action	Sailor	Command/ CPPA	PSD
Report aboard	X		
Gain member using NSIPS Panel 1 (if available)		X	
Produce documents to support travel claim, housing allowances, FSA, etc.	X		
Fill out forms required to pay travel claim, start allowances, etc.	X	X	
Sign forms	X	X	
QA forms and supporting documents		X	
Submit forms/documents to PSD using TOPS		X	
QA forms and supporting documents (auditable)			X
Pay travel claim			X
Make appropriate changes to pay and allowances			X

Timeliness:

- Sailors are to be gained to their new command in NSIPS within 4 work days of reporting.
- PCS travel claims are to be submitted to PSD within 5 days of checking on board.
- PSD is to initially review the travel claim within 7 days of receipt.
- PSD is to pay the travel claim within 30 days of receipt of required documents/signatures.



Common Documents PSD Needs to Gain Sailors

Not all documents are required for every Sailor, see the NPPSC Receipts Checklist (NPPSC Form 1300/4)

- ☐ PCS orders with all endorsements
- ☐ Updated Page 2 (NAVPERS 1070/602)
- ☐ Updated/verified SGLI Election (SGLV 8286)
- ☐ Travel Voucher (DD 1351-2)
- ☐ All required receipts (for lodging, commercial transportation, rental car and gas for rental car, airline tickets, and any other claims expense over \$75)
- ☐ BAH Statement of Understanding (Page 13)
- ☐ Approved Single BAH Request Chit
- ☐ Approved BAS Request Chit
- ☐ Command Special Pay Memo
- ☐ FSA Authorization (DD 1561)
- ☐ OBLISERV Page 13 (CONUS only)
- ☐ Recent awards, qualifications, etc. for inclusion in Sailor's OMPF

Appendix 2: Primary References and Links

DoD Financial Management Regulation (DoDFMR), Volumes 5, 7A, 9, and 16

<http://comptroller.defense.gov/FMR/fmrvolumes.aspx>

Joint Travel Regulations (JTR)

<http://www.defensetravel.dod.mil/site/travelreg.cfm>

MILPERSMAN 1000-021: Command Pay and Personnel Administrator (CPPA) Program

MILPERSMAN 1000-025: Personnel Transaction Timeliness

<http://www.public.navy.mil/bupers-npc/reference/milpersman/1000/Pages/default.aspx>

OPNAVINST 5200.45A: Management and Execution of Navy Pay and Personnel Services

<https://doni.documentservices.dla.mil/Directives/05000%20General%20Management%20Security%20and%20Safety%20Services/05-200%20Management%20Program%20and%20Techniques%20Services/5200.45A.pdf>

Command Pay and Personnel Administrator (CPPA) Resources

<http://www.public.navy.mil/bupers-npc/support/paypers/cpcresources/Pages/default2.aspx>

Appendix 3: CPPA Qualification and Designation Requirements

The following provides a summary of the requirements. Review MILPERSMAN 1000-021 for detailed requirements.

- Be capable of performing in a position of trust
- Be military; if no eligible military are available, a government employee; only as an exception, if a unit has no military or Government civilians available, a contractor may be assigned
- A PS, YN, or NC (in that order), if any assigned
- Designated in writing by CO upon completion of required training
- Complete required training
 - Required Navy e-Learning
 - PAYPERS Command Pass Coordinator (CPC) Training V1.0
 - Privacy and PII
 - Records Management in the DON: Everyone's Responsibility
 - Recommended Navy e-Learning:
 - Department of the Navy (DON) Records Management: Advanced Topics
 - General Forms Management, General Forms User Training
- For enlisted, submit NAVPERS 1221/6 Navy Enlisted Classification (NEC) Change Request to request NEC A16A when all training requirements have been completed
- Provide a copy of the notification letter to the supporting PSD after the NSIPS CPPA user role is obtained and NEC A16A is awarded
- Maintain familiarization with references and training materials
- Attend scheduled CPPA engagements/meetings. If unable to attend, request information provided via alternate means
- Obtain and maintain additional access to the systems and software (i.e., TOPS, MMPA, NSIPS Electronic Service Record (ESR), OMPF, etc.) necessary to complete CPPA duties
- Follow PERS-2 standard operating procedures as primary references
- Protect PII in every action. Any time it is suspected that PII has been compromised, report the incident immediately to the unit CO and OIC/Director of the servicing PSD

Appendix 4: Common Pays and Allowances (see references for details)

Basic Allowance for Housing (BAH): U.S. based allowance prescribed by geographic duty location, pay grade, and dependency status. It provides Sailors equitable housing compensation based on housing costs in local civilian housing markets within the U.S. when government quarters are not provided.

Basic Allowance for Subsistence (BAS): an allowance intended to offset the costs of meals. There is a single rate payable to all officers on active duty; enlisted members are authorized BAS at a different rate, except when provided meals by the government (e.g., assigned to a ship with an operating galley).

Career Sea Pay (CSP): a special pay for recognition of the greater than normal rigors of assignment to sea duty. Sailors on continuous sea duty for more than 36 consecutive months are entitled to a CSP Premium (CSP-P).

Combat Zone Tax Exclusion (CZTE): authorized when a member performs active service in a combat zone designated area outlined in the DODFMR. CZTE excludes all compensation of enlisted and warrant officers from taxes during a month in which they performed active duty in a CZ. For commissioned officers, no more than the maximum enlisted basic pay, plus the amount of hostile fire/imminent danger pay, may be excluded. CZTE applies to the entire month's compensation regardless of the length of time actually served in the qualifying combat zone.

Cost of Living Allowance (COLA): OCONUS COLA is a nontaxable allowance that offsets the higher prices of goods and services, excluding housing, in foreign countries, U.S. territories, Alaska, and Hawaii. In some areas, COLA may apply in CONUS areas where a Sailor's cost of living is at least 8% higher than the average cost of living in the CONUS.

Dislocation Allowance (DLA): partially reimburses a Sailor for expenses incurred in moving a household. The household move must be required by a PCS, ordered for the Government's convenience, required due to an evacuation, or otherwise authorized in JTR section 0505. A DLA is a flat amount and may be paid as a primary DLA, a secondary DLA, or a partial DLA, depending upon the circumstances of the household move.

Family Separation Allowance (FSA): an allowance authorized when a Sailor reports to a command on unaccompanied orders (FSA-R), onboard a ship for more than 30 days and the dependents reside in the vicinity of the homeport (FSA-S), or member is TAD from homeport for more than 30 days and dependents reside in the vicinity of the homeport. The rate of FSA is \$250.00.

Overseas Housing Allowance (OHA): similar to BAH, an allowance to assist Sailor's in defraying costs when assigned to a duty station outside the U.S. OHA usually entails a Move in Housing Allowance (MIHA) to offset move in costs.

Special Duty Assignment Pay (SDAP): a monthly pay used to help obtain high quality personnel for designated Special Duty Assignments (SDAs) and sustain adequate manning levels.

Temporary Lodging Allowance (TLA): an allowance that partially offsets the cost of lodging and meals and incidental expenses incurred while occupying temporary lodgings OCONUS.

Temporary Lodging Expense (TLE): an allowance designed to partially reimburse a Service member for the cost of lodging and meals when he or she or a dependent occupies temporary lodging in CONUS during a PCS move.